

Shelton, Janet

From: Browning, Debbie A
Sent: Monday, July 30, 2012 8:34 AM
To: Markham, Peter G
Cc: Shelton, Janet
Subject: FW: AFTER ACTION REVIEW QUESTIONAIRE
Attachments: AFTER ACTION REVIEW QUESTIONAIRE.docx

debe browning
Debbie Browning
debbie.a.browning@wv.gov
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From: Herholdt, Jeff F
Sent: Friday, July 27, 2012 4:11 PM
To: Browning, Debbie A
Cc: Willis, Bill G
Subject: FW: AFTER ACTION REVIEW QUESTIONAIRE

Debe, our involvement in the emergency response to the electric outage was limited to interaction with Marathon on diesel supplies.

Many cities and counties and first responders buy gasoline and diesel without contracts, i.e. they buy on the spot market.

Contract volumes are maintained through fuel shortages while spot market purchases are often curtailed.

Our suggestion is that local governments be encourage to contract needed fuel volumes rather than purchase at spot market prices.

These points are reflected in the attachment. Jeff

From: Willis, Bill G
Sent: Friday, July 27, 2012 3:37 PM
To: Herholdt, Jeff F
Subject: AFTER ACTION REVIEW QUESTIONAIRE

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Department of Commerce/West Virginia Division of Energy (WVDOE)

Project/Event: Emergency response to storm-related state of emergency

Prepared by: John F. (Jeff) Herholdt Jr., Director, WVDOE

Date of Review: July 18, 2012

In responding to the following questions, please use additional sheets as necessary

Key participants

Name	Job Title	Role in Emergency
Jeff Herholdt	Director, WVDOE	Supervisor
Bill Willis	Project Coordinator, WVDOE	Staff
Paul Howard	Director of Operations, WVDHSEM	Emergency Operations Center director
Linda Callahan-Brown	Manager, State Government Affairs, Marathon Petroleum	Marathon Petroleum contact

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency

On July 10, 2012, the State Government Affairs office of Marathon Petroleum contacted Jeff Herholdt for assistance in electric power restoration at the Baker Oil terminal in Hugheston, WV. In addition to its regular operations, The Baker terminal was serving as Marathon's diesel supply location while Marathon completed repairs to their diesel storage units at their Charleston terminal. Marathon indicated that without power restoration, diesel supply availability in their Charleston service area would be impacted. Herholdt contacted Paul Howard, Director of Operations and explained the request and asked for WVDHSEM assistance in making the utility aware of the situation and get assistance to the terminal restored as soon as possible. WVDHSEM contacted AEP and power was restored on the morning of July 11, 2012 with no impact on Marathon diesel customers.

What went well and why?

(What were the successful steps taken towards achieving your objectives?)

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Department of Commerce/Office of Economic Opportunity (OEO)

Project/Event: Emergency response to storm-related state of emergency

Prepared by: **Renee Jones, Administrative Secretary**

Date of Review: **July 31, 2012**

In responding to the following questions, please use additional sheets as necessary

Key participants **N/A**

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency

OEO does not provide direct services; however, our staff was available to refer callers to our subgrantees for assistance.

OEO program administrators (Shelly Woda – Community Services Block Grant, Lyn Bartges – Weatherization Assistance, Julie Haden – Homeless Programs and Jennifer Fazzolari - Homelessness Prevention and Rapid Re-Housing) were asked if they received calls for assistance. None received calls, but indicated that some of our subgrantees received requests for assistance.

What went well and why? **N/A**

(What were the successful steps taken towards achieving your objectives?)

Shelton, Janet

From: Markham, Peter G
Sent: Monday, July 30, 2012 5:49 PM
To: Shelton, Janet
Subject: FW: After Action Review Survey - Completed Document
Attachments: WorkForce West Virginia_After Action Review of WV Emergency Response.docx

From: Brogan, Norma J
Sent: Monday, July 30, 2012 5:36 PM
To: Markham, Peter G
Cc: Comer, Valerie; Fry, Russell L; McVey, Alice G; Burdette, J Keith; Moore, Angel R
Subject: After Action Review Survey - Completed Document

Mr. Markham,

Attached is WorkForce West Virginia's completed After Action Review Survey. If you have any questions or concerns, please feel free to call me on 304 558-7024.

Thank you,
Norma Brogan

*Norma J. Brogan
Administrative Secretary
WorkForce West Virginia
112 California Avenue
Charleston, WV 25305
Phone: 304-558-7024
Norma.J.Brogan@wv.gov*

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: WorkForce West Virginia

Project/Event: Emergency response to storm-related state of emergency

Prepared by: Valerie Comer

Date of Review: 7-27-12

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Steve Dailey	Director	Supervisor of UI Claims in local offices
David Watson & Staff	EP Manager 2	Processing claims, procedures, etc.
Wade Wolfingbarger & Staff	EP Manager 2	Employer Tax activities
Gail Vititoe & Staff	EP Manager 2	Overpayment detection and collection

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Several staff in the UC Divisional staff came into the office on Monday in order to ensure the claims were processed, update procedures concerning potential delays, answer claimants questions and processing employer taxes to enable renewal of employer licenses (for liquor, contractor, lottery, etc.). Some claims were taken by staff via the phone which enabled us to handle the workload during the remainder of the week. While claims filed by phone or WEB were processed, payments were not made because staff was not available to print checks and process ACH files. Claimants were given additional time to file a timely claim or appeal which was caused by this storm.

What went well and why?

(What were the successful steps taken towards achieving your objective?)

[illegible]

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

[illegible]

Shelton, Janet

From: Browning, Debbie A
Sent: Tuesday, July 31, 2012 4:18 PM
To: Markham, Peter G
Cc: Shelton, Janet
Subject: WV DIVISION OF FORESTRY Inquiry f/Governor's Office - August 3 Deadline
Attachments: AFTER ACTION REVIEW QUESTIONNAIRE.PDF

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From: Dye, Charles R
Sent: Tuesday, July 31, 2012 3:56 PM
To: Browning, Debbie A
Cc: Cook, Gregory W; Knight, Joan E
Subject: RE: Inquiry f/Governor's Office - August 3 Deadline

Debi

Attached is our completed report for Keith or Angel's review before you forward to the Governor's Office.

From: Browning, Debbie A
Sent: Tuesday, July 17, 2012 11:21 AM
To: Commerce Div. Directors
Cc: Commerce Div. Secretaries
Subject: Inquiry f/Governor's Office - August 3 Deadline

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From: CabSecBizhub@wv.gov [<mailto:CabSecBizhub@wv.gov>]
Sent: Tuesday, July 17, 2012 11:05 AM
To: Browning, Debbie A
Subject: Message from CabSecBizhub



Earl Ray Tomblin
Governor

Charles R. Dye
Director/State Forester

DIVISION OF FORESTRY
1900 Kanawha Boulevard, East
Charleston, West Virginia 25305-0180
(304) 558-2788 Fax (304) 558-0143
www.wvforestry.com

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: WV Division of Forestry

Project/Event: Emergency response to storm-related state of emergency: Derecho Storm 06/29/12

Prepared by: Randy Dye

Date of Review: 07/31/12

In responding to the following questions, please use additional sheets as necessary

Key Participants:

Name	Job Title	Role in Emergency
Tom Cover	Regional Forester	Personnel Coordinator
John Rossell	LOA Forester	Chain saw operator
Eric Judy	Fire Forester	Chain saw operator
Josh Simons	LSCA Forester	Chain saw operator
Justin Shanks	LSCA Forester	Chain saw operator
Jack Spencer	LSCA Forester	Chain saw operator
Leo Lester	Forestry Supervisor	Coordinator
Dan Cooley	LSCA Forester	Chain saw operator
Allen Waldron	LOA Forester	Chain saw operator
Craig Okes	LOA Forester	Chain saw operator
Jaime Bradley	LSCA Forester	Chain saw operator
Curtis Helton	LSCA Forester	Chain saw operator
Tim Sizemore	LSCA Forester	Chain saw operator
Tom Halki	Fire Forester	Chain saw operator
Chris White	Forestry Supervisor	Chain saw operator
Howard Dempsey	Fire Forester	Chain saw operator
Tim Maxey	Fire Forester	Chain saw operator
Greg Groves	Fire Forester	Chain saw operator
Brandon Hibbs	Fire Forester	Chain saw operator
Walt Jackson	Assistant State Forester	Coordinator/Saw Operator
Greg Cook	Deputy State Forester	Coordinator
Kevin Arnold	Regional Forester	Coordinator/Saw Operator
Rudy Williams	Regional Forester	Coordinator/Saw Operator
Tim Casto	Fire Forester	Chain saw operator
Mike Reese	Fire Forester	Chain saw operator
Chris Bolyard	LSCA Forester	Chain saw operator
Rodger Ozburn	Fire Specialist	Coordinator/Saw Operator
Tony Evans	Fire Forester	Chain saw operator

Tom Oxley	Fire Supervisor	Chain saw operator
Joe Jelic	Fire Supervisor	Chain saw operator
Vern Stephens	LSCA Supervisor	Chain saw operator
Bob Langkamer	LSCA Forester	Chain saw operator
Chuck Copeland	LOA Forester	Chain saw operator
Jon Wilson	LSCA Forester	Chain saw operator
Joe Taylor	LSCA Forester	Chain saw operator
Larry Cook	Fire Forester	Transportation Supplies
Tom Withrow	Fire Forester	Chain saw operator
Chris Wasserman	Fire Forester	Chain saw operator

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Responded to call for assistance throughout the State to aid Division of Highways personnel by using chain saws to remove debris and other woody material from highways and other assigned areas. The WVDOT is already equipped with chain saws and blowers (which is used in the suppression of wildfires) to work alongside DOH personnel in cutting limbs, trees and other debris to open public roads and roads needed by emergency personnel. Because of the experience and training of WVDOT personnel with chain saw operation, the agency was a natural fit. Also, WVDOT personnel were well distributed throughout the State and could respond quickly. We had to work through the County 911 Centers because the phone lines were out and cell phones were very limited due to tower unavailability. We continued to check roads and other resources to ensure they were open throughout the remainder of the week and continue to do so. Reconnaissance of remote areas was a priority to determine the needs of citizens. Employees assisted the National Weather Service in clearing the road to their Doppler radar in Charleston so the generator could be fueled. Personnel assisted local EMS/VFD's in their communities with delivery of ice, water, and supplies to local citizens. WVDOT employees logged more than 1200 hours during this emergency response.

What went well and why?

(What were the successful steps taken towards achieving your objective?)

Successes	How to Ensure Success in the Future
Immediate mobilization of personnel, without good communications, employees worked without supervision due to extensive training	Development of a better activation plan for mobilization. The WVDOP was able to mobilize personnel to the WVDOPH immediately with very few calls.
Road Priority	Develop a plan with a priority listing of roads and other items which need attention. Maintain contact with local agencies.

What can be improved and how?

(What could have been done better? What can your agency/commission do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What Can be Improved	Recommendations
Communications between agencies	Phone lines were down and cell phone towers were unreliable without power. Need ability to communicate while working in field with other agencies. Could be improved by allowing DOF to have access to DOH radio frequency. Also; key supervisors would benefit by having access to OnStar phone system during this type of disaster.
Interagency Support	Develop relationships so various agencies involved will not have to wait until a disaster to meet. As an example, the WVDOP needed fuel and some DOH garages were happy to assist while others would not, even though we were assisting their agency with road cleanup.

Development of Disaster Plan
Management

Develop a plan so all field personnel will know immediately where to report when a disaster strikes, and there is a lack of communications. Many of the DOH garages were not prepared to have the WVDOF assist. A plan to activate logging crews to assist with clearing roads of downed trees would also be helpful.

Utility Maintenance

Although this is not a particular question asked of our agency, I feel that utility companies are complacent in the maintenance of their rights of way. This is a problem which will probably lead to more problems and power outages and getting power back to homes. Some of the rights of way that are located in remote areas receive very little attention and it is not uncommon to see larger trees growing in the right of way. If a better maintenance program was followed, the severity of the damage might have been lessened. I believe that an overall review should include reviewing the maintenance program of the rights of way of all utility companies with the primary focus on the power companies.

Utility Assistance

Many of the out of state power companies which were sent into the area to assist knew very little about the area and how to access the power lines. The WVDOF could assist by working with the power companies to determine the best access since we are very familiar with most woods roads.